Loft Company

Report: ISO 20000
Loft Company ISO 20000 + Core Questions + Annex A + Specific Processes + Continuous Improvement + Audit

v1.0.2026-11-14

Created: 2026-11-14 00:08
Closed: 2026-11-14 00:23
Answered: 98%

Compliance Score:

96%

(223/232)

Almost all requirements met; very low risk.
A very little uncertainty due to small fraction of measuring points not addressed.

Top Risks:

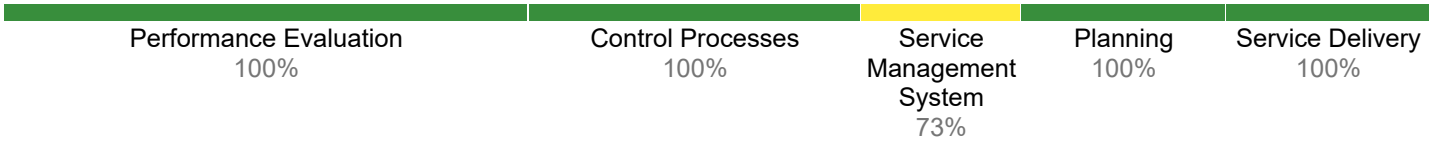
Service Management System – 25% Compliant
1. Are roles and responsibilities for service management clearly defined and documented? Unanswered
Criticality: High

Service Management System – 25% Compliant
2. Does the organization have a formal ITSMS covering scope, objectives, and policies? Partially
Criticality: High

Compliance By Section:

Service Management System	73%	Planning	100%	Service Delivery	100%
Control Processes	100%	Performance Evaluation	100%		

Sections, Weighted



Compliance by Criticality

Criticality	Measurement Points	Yes	Partially	No	Missing	Compliance %
High	14	12	1	0	1	89 %
Medium	37	37	0	0	0	100 %
Total	**51**	**49**	**1**	**0**	**1**	**96 %**

Criticalities, Weighted

Control Processes

Change, release, configuration, and incident management.

Are change management procedures defined, approved, and followed? **Yes**

Criticality: High

Are release and deployment processes controlled and documented? **Yes**

Criticality: High

Is configuration management implemented to track assets and services? **Yes**

Criticality: High

<< The rest of this section is left out in this sample/preview >>

Recommendations:

Service Management System

Scope, policy, and objectives of the ITSMS.

1. Establish a formal ITSMS covering scope, objectives, and policies, and have it approved by top management.

Criticality: High

2. Define and document roles and responsibilities for all staff involved in service management.

Criticality: High

Compliance Score: 96% (223/232)
Almost all requirements met; very low risk.